DFSM Provider Training Schedule Second Quarter 2023



The Division of Fee-For-Service Management Provider Training Unit holds virtual training sessions for AHCCCS providers. All training sessions are held via ZOOM. To participate in a training session, providers must register in advance. Zoom training reminders are emailed via DFSM Email Alerts prior to the scheduled training. The training schedule is subject to change and participants will be notified of any changes via the DFSM Email Alerts.

Subscribe To Receive DFSM Notifications

	April 2023
Monday	AHCCCS NEMT Trip Report, Updates
4/3/2023	How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.
10:00-11:00 am	
Zoom Registration Link	
Monday	Dental Claim Form Submission
4/3/2023	How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training is for
1:00-2:00 pm	dental providers.
Zoom Registration Link	
Tuesday	Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training
4/4/2023	BHRF Policy overview and how to submit a PA request for BHRF providers only.
09:30-11:00 am	
Zoom Registration Link	
Wednesday	IHS/638 Tribal Providers Billing The All-Inclusive Rate
4/5/2023	This training covers services billed under the All Inclusive Rate for IHS/638 Tribal providers.
10:00-11:00 am	
Zoom Registration Link	
Wednesday	Institutional Claim Form Submission
4/5/2023	How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews
1:00-2:00 pm	institutional claims.
Zoom Registration Link	
Thursday	Participating Provider Reporting Requirements
4/6/2023	This training reviews the reporting requirements for AHCCCS provider types Integrated clinics
10:00-11:00 am	(Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type
Zoom Registration Link	05).
Thursday	General Direct Care Agency (DCA) Worker Training: Audit Tool
4/6/2023	The purpose of this training is to provide an overview of the Direct Care Agency Audit Tool, which
1:00-2:00 pm	aims to help ensure the safety of members and the Quality of Care they are receiving.
Zoom Registration Link	

Monday	Submitting Documentation using the Transaction Insight Portal
4/10/2023	Submitting supporting documents for a claim using the <u>Transaction Insight Portal (TIBCO)</u> .
10:00-11:00 am	
Zoom Registration Link	
Tuesday	IHS/638 Tribal Facility Billing Guide Ambulatory Surgery Center (ASC)
4/11/2023	This training material is designed for IHS/638 Tribal providers only and provides general billing and
10:00-11:00 am	claim submission guidance for services performed in an Ambulatory Surgery Center setting.
Zoom Registration Link	
Tuesday	AHCCCS Remittance Advice
4/11/2023	Understanding the Remittance Advice.
1:00-2:00 pm	
Zoom Registration Link	
Wednesday	Voids and Replacements of Claims
4/12/2023	Overview of how to submit voids and replacements for claims using the AHCCCS Online Provider
10:00-11:00 am	Portal, and a review of the timely filing requirements for claims.
Zoom Registration Link	
Wednesday	Checking a Claim Status using the AHCCCS Online Provider Portal
4/12/2023	How to verify the status of a submitted claim.
1:00-2:00 pm	
Zoom Registration Link	
Thursday	AHCCCS NEMT Trip Report, Updates
4/13/2023	How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.
10:00-11:00 am	
Zoom Registration Link	
Thursday	Professional Claim Submission (AHCCCS Online Provider Portal)
4/13/2023	How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews
1:00-2:00 pm	professional claims.
Zoom Registration Link	
Monday	Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training
4/17/2023	BHRF Policy overview and how to submit a PA request for BHRF providers only.
09:30-11:00 am	
Zoom Registration Link	
Monday	Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)
4/17/2023	How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.
1:00-2:00 pm	
Zoom Registration Link	
Tuesday	IHS/638 Tribal Providers Billing The All-Inclusive Rate
4/18/2023	This training covers services billed under the All Inclusive Rate for IHS/638 Tribal providers.
10:00-11:00 am	
Zoom Registration Link	
Tuesday	Third Party Liability (TPL)
4/18/2023	What is Third Party Liability (TPL) and things providers should consider regarding claim submissions
1:00-2:00 pm	when a member has TPL/Medicare.
Zoom Registration Link	

Wednesday 4/19/2023 10:00-11:00 am Zoom Registration Link Thursday	Behavioral Health Services Overview This training reviews general behavioral health services under the FFS program. Submitting Documentation using the Transaction Insight Portal
4/20/2023 10:00-11:00 am Zoom Registration Link	Submitting supporting documents for a claim using the <u>Transaction Insight Portal (TIBCO)</u> .
Thursday 4/20/2023 1:00-2:00 pm <u>Zoom Registration Link</u>	Medical Equipment and Appliances, Medical Supplies, Orthotics and Prosthetics The purpose of this training is to provide an overview of policy and billing requirements for DME, medical supplies, orthotics, and prosthetics.
Monday 4/24/2023 10:00-11:00 am <u>Zoom Registration Link</u>	IHS/638 Tribal Facility Billing Guide Ambulatory Surgery Center (ASC) This training material is designed for IHS/638 Tribal providers only and provides general billing and claim submission guidance for services performed in an Ambulatory Surgery Center setting.
Monday 4/24/2023 1:00-2:00 pm <u>Zoom Registration Link</u>	Dental Claim Form Submission How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training is for dental providers.
Tuesday 4/25/2023 10:00-11:00 am <u>Zoom Registration Link</u>	Documentation for Claims Submission and Concurrent Review This training covers the responsibility of providers to submit required documentation with claims, and to respond to AHCCCS requests for documentation for concurrent review. NOTE: This training does not cover 'how to use' the Transaction Insight Portal.
Wednesday 4/26/2023 10:00-11:00 am Zoom Registration Link	AHCCCS NEMT Trip Report, Updates How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.
Wednesday 4/26/2023 1:00-2:00 pm Zoom Registration Link	Institutional Claim Form Submission How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews institutional claims.
Thursday 4/27/2023 09:30-11:00 am <u>Zoom Registration Link</u>	Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training BHRF Policy overview and how to submit a PA request for BHRF providers only.
Thursday 4/27/2023 1:00-2:00 pm Zoom Registration Link	General Direct Care Agency (DCA) Worker Training: Audit Tool The purpose of this training is to provide an overview of the Direct Care Agency Audit Tool, which aims to help ensure the safety of members and the Quality of Care they are receiving.

	May 2023
Monday IHS/638 Tribal Pr	roviders Billing The All-Inclusive Rate
5/1/2023 This training cover	ers services billed under the All Inclusive Rate for IHS/638 Tribal providers.
10:00-11:00 am	
Zoom Registration Link	
Monday Office of General	l Counsel (OGC) Claims Disputes Overview
5/1/2023 An overview of w	hat are valid claim disputes, ways to resolve disputes, the time frames involved,
1:00-2:00 pm and edit denial re	easons.
Zoom Registration Link	
Tuesday AHCCCS Remitta	nce Advice
5/2/2023 Understanding th	ne Remittance Advice.
10:00-11:00 am	
Zoom Registration Link	
Wednesday <u>Submitting Docu</u>	mentation using the Transaction Insight Portal
5/3/2023 Submitting suppo	orting documents for a claim using the <u>Transaction Insight Portal (TIBCO)</u> .
10:00-11:00 am	
Zoom Registration Link	
Wednesday <u>Checking a Claim</u>	Status using the AHCCCS Online Provider Portal
5/3/2023 How to verify the	status of a submitted claim.
1:00-2:00 pm	
Zoom Registration Link	
	acility Billing Guide Ambulatory Surgery Center (ASC)
I -	erial is designed for IHS/638 Tribal providers only and provides general billing and
10:00-11:00 am claim submission	guidance for services performed in an Ambulatory Surgery Center setting.
Zoom Registration Link	
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1:00-2:00 pm professional claim	ns.
Zoom Registration Link	
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	to submit voids and replacements for claims using the AHCCCS Online Provider
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Zoom Registration Link	
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1:00-2:00 pm	
Zoom Registration Link	
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	NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.
10:00-11:00 am	
Zoom Registration Link	
Tuesday <u>Third Party Liabil</u>	lity (TPL)
5/9/2023 What is Third Par	rty Liability (TPL) and things providers should consider regarding claim submissions
1:00-2:00 pm when a member is	has TPL/Medicare.
Zoom Registration Link	

Wednesday 5/10/2023 09:30-11:00 am Zoom Registration Link	Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training BHRF Policy overview and how to submit a PA request for BHRF providers only.
Wednesday 5/10/2023 1:00-2:00 pm Zoom Registration Link	Verifying Member Enrollment/Eligibility (AHCCCS Online Provider Portal) The purpose of this training is to demonstrate how to confirm a member's enrollment and eligibility status by using the AHCCCS Online Provider Portal.
Thursday 5/11/2023 10:00-11:00 am <u>Zoom Registration Link</u>	Medical Equipment and Appliances, Medical Supplies, Orthotics and Prosthetics The purpose of this training is to provide an overview of policy and billing requirements for DME, medical supplies, orthotics, and prosthetics.
Monday 5/15/2023 10:00-11:00 am Zoom Registration Link Monday 5/15/2023	Participating Provider Reporting Requirements This training reviews the reporting requirements for AHCCCS provider types Integrated clinics (Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type 05). Dental Claim Form Submission How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training is for
1:00-2:00 pm Zoom Registration Link Tuesday 5/16/2023 10:00-11:00 am	dental providers. Submitting Documentation using the Transaction Insight Portal Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO).
Zoom Registration Link Tuesday 5/16/2023 1:00-2:00 pm Zoom Registration Link	Documentation for Claims Submission and Concurrent Review This training covers the responsibility of providers to submit required documentation with claims, and to respond to AHCCCS requests for documentation for concurrent review. NOTE: This training does not cover 'how to use' the Transaction Insight Portal.
Wednesday 5/17/2023 2:00-3:30 pm Zoom Registration Link	IHS/638 Quarterly Billing Forum Discussion of policy updates, changes, or challenges AHCCCS and the IHS Facilities are experiencing.
Thursday 5/18/2023 10:00-11:00 am Zoom Registration Link	Institutional Claim Form Submission How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews institutional claims.
Monday 5/22/2023 10:00-11:00 am <u>Zoom Registration Link</u>	Voids and Replacements of Claims Overview of how to submit voids and replacements for claims using the AHCCCS Online Provider Portal, and a review of the timely filing requirements for claims.
Monday 5/22/2023 1:00-2:00 pm <u>Zoom Registration Link</u>	General Direct Care Agency (DCA) Worker Training: Audit Tool The purpose of this training is to provide an overview of the Direct Care Agency Audit Tool, which aims to help ensure the safety of members and the Quality of Care they are receiving.

Tuesday	AHCCCS NEMT Trip Report, Updates
5/23/2023	How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.
10:00-11:00 am	Then to fin out an initial for the political and initial formula to
Zoom Registration Link	
Tuesday	Office of General Counsel (OGC) Claims Disputes Overview
5/23/2023	An overview of what are valid claim disputes, ways to resolve disputes, the time frames involved,
1:00-2:00 pm	and edit denial reasons.
Zoom Registration Link	
Wednesday	Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training
5/24/2023	BHRF Policy overview and how to submit a PA request for BHRF providers only.
09:30-11:00 am	
Zoom Registration Link	
Wednesday	Behavioral Health Services Overview.
5/24/2023	This training reviews general behavioral health services under the FFS program.
1:00-2:00 pm	
Zoom Registration Link	
Thursday	IHS/638 Tribal Providers Billing The All-Inclusive Rate
5/25/2023	This training covers services billed under the All Inclusive Rate for IHS/638 Tribal providers.
10:00-11:00 am	
Zoom Registration Link	
Thursday	Checking a Claim Status using the AHCCCS Online Provider Portal
5/25/2023	How to verify the status of a submitted claim.
1:00-2:00 pm	
Zoom Registration Link	
Wednesday	Submitting Documentation using the Transaction Insight Portal
5/31/2023	Submitting supporting documents for a claim using the <u>Transaction Insight Portal (TIBCO)</u> .
10:00-11:00 am	
Zoom Registration Link	
Wednesday	Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)
5/31/2023	How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.
1:00-2:00 pm	
Zoom Registration Link	
	June 2023
Thursday	Third Party Liability (TPL)
6/1/2023	What is Third Party Liability (TPL) and things providers should consider regarding claim submissions
1:00-2:00 pm	when a member has TPL/Medicare.
Zoom Registration Link	
Monday	Voids and Replacements of Claims
6/5/2023	Overview of how to submit voids and replacements for claims using the AHCCCS Online Provider
10:00-11:00 am	Portal, and a review of the timely filing requirements for claims.
Zoom Registration Link	
Tuesday	AHCCCS NEMT Trip Report, Updates
6/6/2023	How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.
10:00-11:00 am	
Zoom Registration Link	

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Tuesday	Professional Claim Submission (AHCCCS Online Provider Portal)
6/20/2023	How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews
1:00-2:00 pm	professional claims.
Zoom Registration Link	
Wednesday	IHS/638 Tribal Providers Billing The All-Inclusive Rate
6/21/2023	This training covers services billed under the All Inclusive Rate for IHS/638 Tribal providers.
10:00-11:00 am	
Zoom Registration Link	
Wednesday	Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)
6/21/2023	How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.
1:00-2:00 pm	
Zoom Registration Link	
Thursday	Participating Provider Reporting Requirements
6/22/2023	This training reviews the reporting requirements for AHCCCS provider types Integrated clinics
10:00-11:00 am	(Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type
Zoom Registration Link	05).
Thursday	Third Party Liability (TPL)
6/22/2023	What is Third Party Liability (TPL) and things providers should consider regarding claim submissions
1:00-2:00 pm	when a member has TPL/Medicare.
Zoom Registration Link	
Monday	Submitting Documentation using the Transaction Insight Portal
Monday 6/26/2023	Submitting Documentation using the Transaction Insight Portal Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO).
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6/26/2023	
6/26/2023 10:00-11:00 am	
6/26/2023 10:00-11:00 am Zoom Registration Link	Submitting supporting documents for a claim using the <u>Transaction Insight Portal (TIBCO)</u> .
6/26/2023 10:00-11:00 am Zoom Registration Link Tuesday	Submitting supporting documents for a claim using the <u>Transaction Insight Portal (TIBCO)</u> . IHS/638 Tribal Facility Billing Guide Ambulatory Surgery Center (ASC)
6/26/2023 10:00-11:00 am <u>Zoom Registration Link</u> Tuesday 6/27/2023	Submitting supporting documents for a claim using the <u>Transaction Insight Portal (TIBCO)</u> . IHS/638 Tribal Facility Billing Guide Ambulatory Surgery Center (ASC) This training material is designed for IHS/638 Tribal providers only and provides general billing and
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6/26/2023 10:00-11:00 am Zoom Registration Link Tuesday 6/27/2023 10:00-11:00 am Zoom Registration Link Tuesday 6/27/2023 1:00-2:00 pm Zoom Registration Link Wednesday	Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO). IHS/638 Tribal Facility Billing Guide Ambulatory Surgery Center (ASC) This training material is designed for IHS/638 Tribal providers only and provides general billing and claim submission guidance for services performed in an Ambulatory Surgery Center setting. Medical Equipment and Appliances, Medical Supplies, Orthotics and Prosthetics The purpose of this training is to provide an overview of policy and billing requirements for DME, medical supplies, orthotics, and prosthetics. Dental Claim Form Submission
6/26/2023 10:00-11:00 am Zoom Registration Link Tuesday 6/27/2023 10:00-11:00 am Zoom Registration Link Tuesday 6/27/2023 1:00-2:00 pm Zoom Registration Link	Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO). IHS/638 Tribal Facility Billing Guide Ambulatory Surgery Center (ASC) This training material is designed for IHS/638 Tribal providers only and provides general billing and claim submission guidance for services performed in an Ambulatory Surgery Center setting. Medical Equipment and Appliances, Medical Supplies, Orthotics and Prosthetics The purpose of this training is to provide an overview of policy and billing requirements for DME, medical supplies, orthotics, and prosthetics. Dental Claim Form Submission How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training is for
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